

FEDERAL AGENCIES

Many Federal agencies have enforcement and/or complaint-handling duties for products and services used by the general public. Others act for the benefit of the public, but do not resolve individual consumer problems. Agencies also have fact sheets, booklets and other information that may be help when making purchase decisions or dealing with consumer problems.

If you need help in deciding which federal agency to contact, check the index at the end of this book or call the Federal Citizen Information Center (FCIC) toll free, 1 (800) FED INFO.

The federal agencies listed below respond to consumer complaints and inquiries..

Architectural and Transportation Barriers Compliance Board (ACCESS Board)

1331 F St., NW, Ste. 1000
Washington, DC 20004-1111
202-272-0080
Toll free: 1-800-872-2253
TDD: 202-272-0082;
TDD/TTY toll free: 1-800-993-2822
Fax: 202-272-5447
e-mail: info@access-board.gov
www.access-board.gov

Centers for Disease Control and Prevention (CDC)

CDC National STD and AIDS Hotline
Centers for Disease Control and Prevention
CDC National STD Hotline: 1-800-227-8922
Toll free: 1-800-342-AIDS (2437) (24 hrs.)
TDD toll free: 1-800-243-7889 (for Deaf and
Hard of Hearing Callers)
www.cdcnpin.org

General Inquiries

Centers for Disease Control and Prevention
1600 Clifton Rd.
Atlanta, GA 30333
Toll free: 1-800-311-3435
www.cdc.gov
www.cdc.gov/spanish (Spanish)

Commission on Civil Rights

624 9th St., NW
Washington, DC 20425
202-376-8513 (Complaint Referral in DC)
202-376-8128 (Publications)
Toll free: 1-800-552-6843 (Complaint Referral)
TDD nationwide: 202-376-8116 (Complaint
Referral)

Commodity Futures Trading Commission (CFTC)

Office of Public Affairs
Office of External Affairs
Lafayette Center
1155 21st St., NW
Washington, DC 20581
202-418-5080
Fax: 202-418-5525
e-mail: oea@cftc.gov
www.cftc.gov
Also, see CFTC Consumer Alerts/Advisories
under "Customer Protection" on the
CFTC web homepage at www.cftc.gov.

★ Consumer Product Safety Commission (CPSC) ★

Washington, DC 20207
Toll free: 1-800-638-CPSC (2772) (Product
Safety Hotline)
TDD toll free: 1-800-638-8270
Fax: 301-504-0051 (On Demand)
e-mail: info@cpsc.gov
www.cpsc.gov
CPSC oversees the safety of over 15,000 kinds
of consumer products, including toys and nurs-
ery equipment, appliances, sports, yard and
playground equipment, furniture, clothing, com-
puters, and fireworks. It announces about 250
recalls a year of potentially unsafe products. To
get information on product recalls or report a
hazardous product or product-related injury,
call CPSC's hotline (Spanish-speaking staff
available), visit its website, or send an e-mail.
To order free publications, visit the website or
write to the address above, Attention:
Publications Request.

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★ Department of Agriculture (USDA) ★

Public Affairs

Animal and Plant Health Inspection Service
Department of Agriculture (USDA)
4700 River Rd., Unit 51
Riverdale, MD 20737
301-734-7799
Fax: 301-734-5221
www.aphis.usda.gov

Cooperative State Research, Education, and Extension Service

U. S. Department of Agriculture
1400 Independence Ave., SW
Washington, DC 20250-2215
202-720-4651
Fax: 202-690-0289
www.reeusda.gov
Or consult county government listings in your local telephone directory for the number of your local Cooperative.

Food, Nutrition and Consumer Services

Department of Agriculture (USDA)
3101 Park Center Dr., Room 1034
Alexandria, VA 22302-1594
703-305-7600
Fax: 703-305-3400
e-mail: info@cnpp.usda.gov
www.cnpp.usda.gov

Food, Nutrition and Consumer Services

Food and Nutrition Service
703-305-2281
Fax: 703-305-2313
e-mail: webmaster@fns.usda.gov
www.fns.usda.gov

Meat and Poultry Hotline

Department of Agriculture (USDA)
1400 Independence Ave., SW, Room 2925 South
Washington, DC 20250
301-504-6316
Toll free: 1-800-535-4555
TDD/TTY toll free: 1-800-256-7072
www.fsis.usda.gov

Office of Communications

Department of Agriculture (USDA)
1400 Independence Ave., SW, Room 506-A
Washington, DC 20250
202-720-2791

Department of Commerce (DOC)

Bureau of the Census

Department of Commerce
Customer Services
Washington, DC 20233
301-763-INFO (4636)
Fax: 301-457-4714
e-mail: webmaster@census.gov
www.census.gov

National Institute of Standards

Metric Program
Department of Commerce
100 Bureau Dr., Mail Stop 2000
Gaithersburg, MD 20899-2000
301-975-3690
Fax: 301-948-1416
e-mail: metric_prg.@nist.gov
www.nist.gov/metric
The metric program educates the public and offers free resources to facilitate greater awareness and understanding of the metric system of measurement.

Office of Weights and Measures

National Institute of Standards and Technology
Department of Commerce
Room 223, Bldg. 820
Gaithersburg, MD 20899
301-975-4004
Fax: 301-926-0647
e-mail: owm@nist.gov
www.nist.gov/owm
The Office of Weights and Measures of the National Institute of Standards and Technology promotes uniformity in U.S. weights and measures laws, regulations, and standards to achieve equity between buyers and sellers in the marketplace.

Seafood Inspection Program

National Oceanic and Atmospheric Administration
Department of Commerce
1315 East-West Hwy., F/SI, Rm. 10842
Silver Spring, MD 20910
301-713-2355
Toll free: 1-800-422-2750
Fax: 301-713-1081
seafood.nmfs.noaa.gov
The National Oceanic and Atmospheric Administration (NOAA) oversees fisheries



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(Dept. of Commerce con't.)

management in the U.S. and provides a voluntary inspection service to the industry. The NOAA Seafood Inspection Program offers a variety of professional inspection services, which assure compliance with all applicable food regulation. NOAA also provides product quality evaluation, grading, and certification services for vessels, retailers and processing plants.

United States Patent and Trademark Office

Department of Commerce
Patents: Commissioner for Patents (20231)
Trademarks: 2900 Crystal Dr. (22202)
Arlington, VA 22202
703-308-4357
Toll free: 1-800-786-9199
TDD/TTY: 703-305-7785
Fax: 703-308-5258
www.uspto.gov

★ Department of Defense (DOD) ★

National Committee for Employer Support of the Guard and Reserve

Department of Defense
1555 Wilson Blvd., Ste. 200
Arlington, VA 22209-2405
703-696-1400
Toll free outside DC: 1-800-336-4590
Fax: 703-696-1411
www.esgr.com
Provides assistance with employer/employee problems for members of the Guard and Reserve and their employers. See page 124 for Family and Community Service Centers.

Department of Education (ED)

400 Maryland Ave., SW
Washington, DC 20202
www.ed.gov

1-800-USA-LEARN

(1-800-872-5327)
TTY/TDD: 1-800-437-0833
Fax: 202-401-0689
e-mail: USA_LEARN@ed.gov
www.ed.gov/about/contacts/tollfree/index.html
#geninfo

Use this phone number and website to obtain information on the Department of Education's programs and major initiatives; publications, videos, and other materials; directory assistance; and referrals to specialists or other experts.

No Child Left Behind

Toll free: 1-888-814-NCLB
TTY: 1-800-437-0833
Fax: (202) 401-0689
e-mail: NoChildLeftBehind@ed.gov

National Library of Education

1-800-424-1616
TTY/TTD: 202-219-1699
e-mail: Library@inet.ed.gov
www.ed.gov/NLE
Use this phone number to obtain information about education statistics, research, and publications published by the Office of Educational Research and Improvement.

Educational Resources Information Center

Toll free: 1-800-LET-ERIC
Use this phone number to find out about the Educational Resources Information Center (ERIC) and the world's largest database of educational materials. Call to learn about new materials or receive referrals to other agencies.

EDInfo Electronic Newsletter

e-mail: peter_kickbush@ed.gov
www.ed.gov/MailingLists/EDInfo/ei-annou.html
Join the EDInfo mailing list by:
1. Addressing an email message to listproc@inet.ed.gov
2. Writing this (and nothing else) in the message: subscribe EDInfo yourfirstname yourlastname (for example "subscribe EDInfo John Doe"). If you have a signature block please turn it off.

National Clearinghouse for English Language Acquisition (NELA)

Department of Education
The George Washington University
1118 22nd St., NW
Washington, DC 20037
202-467-0867
Toll free outside DC: 1-800-321-NCBE (6223)
Fax: (Toll free) 1-800-531-9347 or 202-467-4283
e-mail: askncela@ncela.gwu.edu
www.ncela.gwu.edu
NCBE is funded by the Office of Bilingual Education and Minority Languages Affairs

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(Dept. of Education con't.)

(OBEMLA) to collect, analyze, synthesize and disseminate information related to the education of bilingually and culturally diverse students in the U.S.

Office of Intergovernmental and Interagency Affairs

Department of Education
400 Maryland Ave., SW
Room 5E301
Washington, DC 20202
202-401-0404
Fax: 202-401-8607

Office of Public Affairs

Department of Education
400 Maryland Ave., SW
Room 7E231
Washington, DC 20202
202-401-1576
Fax: 202-401-3130

Office of Special Education and Rehabilitative Services (OSERS)

Department of Education
330 C St., SW, Room 3132
Washington, DC 20202-2524
202-245-7488
TDD: 202-205-4208
www.ed.gov/offices/OSERS

Publications Center (EDPUBS)

Department of Education
PO Box 1398
Jessup, MD 20794-1398
Toll free: 1-877-4ED-PUBS (1-877-433-7827)
TDD/TTY toll free: 1-877-576-7734
Fax: 301-470-1244
e-mail: edpubs@inet.ed.gov
www.ed.gov/pubs/edpubs.html
Ed Pubs is the Education Publications Center for the U.S. Department of Education. You can contact ED Pubs to find out what's available on topics of interest to you and to order free copies of publications, videotapes, CD-ROMS, posters, bookmarks, and other products. Many Department publications can be acquired instantly in electronic form via the Internet. You can order copies of publications using one of the ways listed above.

Federal Student Aid Information Center

Department of Education
Toll free: 1-800-4FED-AID (Info. on how to apply for federal student aid.)
TDD/TTY toll free: 1-800-730-8913
Fax: 202-708-7970
e-mail: OPE_SFA@ed.gov
www.ed.gov/finaid.html
If the student has already filed a free Application for Federal Student Aid, he or she can check the status of the application by calling (319) 337-5665.
For Direct Loan toll-free services, including information about repayment options call:
Direct Loan Origination Center
Applicant Services: 1-800-557-7394
Consolidation: 1-800-557-7392, TDD: 1-800-555-7395
School Relations: 1-800-848-0978
Additional web sites:
for students, www.ed.gov/studentaid
for financial professionals, iafap.ed.gov
for Direct Loans, www.ed.gov/DirectLoan
for information about this organization:
www.ed.gov/offices/OSFAP

Department of Energy (DOE)

Energy Efficiency and Renewable Energy Clearinghouse

Department of Energy
PO Box 3048
Merrifield, VA 22116
202-586-1510
Toll free: 1-800-DOE-3732
TDD toll free: 1-800-273-2957
www.eren.doe.gov
For information about conservation and renewable energy

Office of Energy Efficiency and Renewable Energy

Department of Energy
Washington, DC 20585
202-586-4074
Fax: 202-586-1233
For inquiries about weatherization assistance

Office of Consumer Information

Department of Energy
Washington, DC 20585
202-586-1908
Fax: 202-586-8006

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(Dept. of Energy con't.)

Office of Scientific and Technical Information

Department of Energy
PO Box 62
Oak Ridge, TN 37832
865-576-1188
865-576-8401 (Document Requests)
Fax: 865-576-5728
www.osti.gov

★ Department of Health and Human Services (HHS) ★

Administration on Aging

One Massachusettes Ave., NW
Washington, DC 20201
202-619-0724
Toll free Eldercare Locator: 1-800-677-1116
(9 a.m.-8 p.m. EST, M-F)
Fax: 202-357-3555
e-mail: aoainfo@aoa.gov
www.aoa.gov
The Eldercare locator is run by the DHHS and two associations for the aged. Set up to locate community assistance for senior citizens, its trained volunteers can provide you with the names and phone numbers of local organizations that can help you and the person you have been caring for.

National Clearinghouse on Child Abuse and Neglect Information

Department of Health and Human Services
330 C St., SW
Washington, DC 20447
703-385-7565
Toll free outside DC: 1-800-394-3366 (8:30 a.m.-5:30 p.m., M-F, automated system off-hours)
e-mail: nccanch@calib.com
nccanch.acf.hhs.gov

★ Food and Drug Administration

5600 Fishers Lane
Rockville, MD 20857-0001
Toll free: 1-888-463-6332 (10 a.m.-4 p.m. ET)
www.fda.gov

Center for Food Safety and Applied Nutrition Information Line

Food and Drug Administration
Toll free: 1-888-SAFEFOOD (1-888-723-3366)
10:00 a.m.-4:00 p.m.
www.cfsan.fda.gov

Center for Beneficiary Choices

Centers for Medicare and Medicaid Services (CMS)
Department of Health and Human Services
7500 Security Blvd.
Baltimore, MD 21244-1850
Toll free: 1-800-MEDICARE (24 hours a day, 7 days a week)
TDD toll free: 1-877-486-2048
www.medicare.gov
Call 1-800-MEDICARE to get help with your questions about Medicare. You can order Medicare publications (English, Spanish, audio-tape, braille), get detailed information about the Medicare managed care plans in your area, order Medicare health plan quality and customer satisfaction information, and listen to recorded questions and answers on topics such as Medicare health plan choices and health plan quality information. CMS runs the Medicare, Medicaid, Clinical Laboratories (under the CLIA program), and Children's Health Insurance programs, and works to make sure that the beneficiaries in these programs are able to get high quality health care.

National Cancer Institute (NCI)

Department of Health and Human Services
Toll free: 1-800-4-CANCER (422-6237)
www.cancer.gov

National Health Information Center

Department of Health and Human Services
PO Box 1133
Washington, DC 20013-1133
301-565-4167 (Maryland)
Toll free: 1-800-336-4797
Fax: 301-984-4256
e-mail: healthfinder@nhic.org
www.healthfinder.gov
A health information referral service that links consumers and health professionals who have health questions with organizations best able to provide answers. Also maintains www.health.gov/nhic.

National Institute of Mental Health

National Institutes of Health
Department of Health and Human Services
6001 Executive Blvd., Room 8184
Bethesda, MD 20892-9663
301-443-4513
Toll free: 1-866-615-6464
TTY: 301-443-8431
Fax: 301-443-4279
e-mail: nimhinfo@nih.gov
www.nimh.nih.gov

★ Provided financial support for the publication of the Consumer Action Handbook.

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(Dept. of Health and Human Services con't.)

Fax on Demand: 301-443-5158 (Mental Health Fax 4U)

NIMH is the federal agency that conducts and supports research that seeks to understand, treat, and prevent mental illness. Trained information specialists are available 8:30 a.m. to 5:00 p.m. EST, Monday thru Friday.

Contact NIMH for information on the symptoms, diagnosis and treatment of mental disorders, clinical trials and research. A publications ordering system is available on the NIMH website. Some publications are available in Spanish.

National Runaway Switchboard

Department of Health and Human Services
3080 N. Lincoln Ave.

Chicago, IL 60657

773-880-9860

Toll free: 1-800-621-4000

TDD/TTY toll free: 1-800-621-0394

Fax: 773-929-5150

e-mail: info@nrscrisisline.org

www.nrscrisisline.org

Office of Civil Rights

Department of Health and Human Services
26 Federal Plaza

New York, NY 10278

212-264-3313

Toll free: 1-800-368-1019

TTY: 212-264-2355

Fax: 212-264-3039

Office of Civil Rights

Department of Health and Human Services
200 Independence Ave., SW

Mail Stop 509F

Washington, DC 20201

202-619-0403

Toll free: 1-800-368-1019

Fax: 202-619-3818

e-mail: execsec@os.dhhs.gov

www.dhhs.gov/ocr

Office of Child Support Enforcement

Department of Health and Human Services
370 L'Enfant Promenade, SW, 4th Floor East

Washington, DC 20447

202-401-9373

Fax: 202-205-5927

www.acf.dhhs.gov/programs/cse/

President's Council on Physical Fitness and Sports

Department of Health and Human Services

Department W

200 Independence Ave., SW

Room 738-H

Washington, DC 20201-0004

202-690-9000

Fax: 202-690-5211

www.fitness.gov

HHS-TIPS Fraud Hotline

Department of Health and Human Services

PO Box 23489

Washington, DC 20026

Toll free: 1-800-HHS-TIPS (1-800-447-8477)

Fax: 1-800-223-8164 (Toll free: cover sheet required/10 page max.)

e-mail: https@os.dhhs.gov

Department of Homeland Security

Washington, DC 20528

202-282-2000

www.dhs.gov

Terrorism Preparation Website: www.ready.gov

Bureau of Citizenship and Immigration Services (BCIS)

Department of Justice

Toll free: 1-800-375-5283 (National Customer Service Center)

TDD toll free: 1-800-767-1833

www.immigration.gov/graphics/index.htm

Customs and Border Protection

Department of the Treasury

1300 Pennsylvania Ave., NW

Washington, DC 20229

202-354-1000

Fax: 202-927-1380

www.customs.gov

United States Coast Guard

Navigation Center

Department of Homeland Security

2100 Second St., SW

Washington, DC 20593-0001

202-366-4000

www.uscg.mil

National Response Center

United States Coast Guard

Department of Homeland Security

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(Dept. of Homeland Security con't.)

2100 Second St., SW, Room 2611
Washington, DC 20593
Toll free: 1-800-424-8802
Fax: 202-267-2165
www.nrc.uscg.mil
NRC must be called immediately if there is environmental release of hazardous chemicals, biological, radiological or etiological agents or oil pollution; NRC provides the WMD hotline.

United States Secret Service

950 H St., NW
Washington, DC 20223
202-406-5800
www.secretservice.gov

Department of Housing and Urban Development (HUD)

Home Improvement Branch

Department of Housing and Urban Development
451 7th St., SW, Room 9272
Washington, DC 20410
202-708-6396
Fax: 202-401-8951
www.hud.gov/homeimpr.html

Home Mortgage Insurance Division

Department of Housing and Urban Development
451 7th St., SW, Room 9272
Washington, DC 20410
202-708-2121

Inspector General's Fraud Hotline

Department of Housing and Urban Development
Office of Investigations
451 7th St., SW
Washington, DC 20410-4500
202-708-4200
Toll free outside DC: 1-800-347-3735
TDD toll free: 1-800-304-9597
e-mail: hotline@hudoig.gov
www.hud.gov/oig/oighot.html

Office of Manufactured Housing Program

Office of Deputy Assistant Secretary for Regulatory Affairs and Manufactured Housing
Department of Housing and Urban Development

451 7th St., SW, Room 9152
Washington, DC 20410
202-708-6423
Toll free: 1-800-927-2891
Fax: 202-708-4213
e-mail: mhs@hud.gov
www.hud.gov/offices/hsg/sfh/mhs/mhshome.cfm
(Also visit:
www.hud.gov/offices/hsg/sfh/mps/mpshome.cfm)
The Manufactured Housing Program is a consumer protection program that regulates the construction of certain factory-built housing units called "manufactured homes" formerly known as "mobile homes." HUD works with 37 states to respond to consumer complaints. The Minimum Property Standards (MPS) establish certain minimum standards for buildings constructed under HUD housing programs. This includes new single family homes, multi-family housing and health care type facilities.

Office of Affordable Housing Programs

Department of Housing and Urban Development
451 7th St., SW, Room 7164
Washington, DC 20410
202-708-2685

Office of Fair Housing and Equal Opportunity

Department of Housing and Urban Development
451 7th St., SW
Room 5100
Washington, DC 20410
202-708-4252
Toll free: 1-800-669-9777 (Hotline Complaints)

Office of RESPA and Interstate Land Sales

Office of the Deputy Assistant Secretary for Regulatory Affairs and Manufactured Housing
451 7th St., SW, Room 9146
Washington, DC 20410
202-708-0502
Toll free: 1-800-217-6970 (Home Buyer Assistance)
e-mail: hsg-respa@hud.gov
www.hud.gov/offices/hsg/sfh/res/respa_hm.cfm
(Also visit:
www.hud.gov/offices/hsg/sfh/ils/ilshome.cfm
(Interstate Land Sales)
Handles complaints and provides information regarding real estate loan transactions and borrower rights under the Real Estate Settlement Procedures Act (RESPA). The

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(Dept. of Housing and Urban Development con't.)

Interstate Land Sales program protects consumers from fraud and abuse in the sale or lease of land. The Interstate Land Sales Full Disclosure Act requires land developers to register subdivisions of 100 or more non-exempt lots with HUD and to provide each purchaser with a disclosure document called a Property Report. The Property Report contains relevant information about the subdivision and must be delivered to each purchaser before the signing of the contract or agreement.

Department of Justice (DOJ)

Americans with Disabilities Act (ADA) Information Line

Department of Justice, Civil Rights Division
950 Pennsylvania Ave., NW
Disability Rights Section—NYAV
Washington, DC 20035-6738
Toll free: 1-800-514-0301
TTY: 1-800-514-0383
www.ada.gov

Antitrust Division

Department of Justice
950 Pennsylvania Ave., NW, Room 3645
Washington, DC 20530
202-514-2481
Fax: 202-514-6543
e-mail: antitrust@usdoj.gov
www.usdoj.gov/atr

Civil Rights Division

Department of Justice
950 Pennsylvania Ave., NW
Washington, DC 20530
202-514-2151
Fax: 202-514-0293
www.usdoj.gov/crt

Drug Enforcement Administration (DEA)

Department of Justice
Washington, DC 20537
202-307-1000
www.dea.gov

Federal Bureau of Investigation (FBI)

Department of Justice
935 Pennsylvania Ave., NW
Washington, DC 20535
202-324-3000
Fax: 202-324-2020
www.fbi.gov

Department of Labor (DOL)

Office of Disability Employment Policy

Department of Labor, Rm. S1303
200 Constitution Ave., NW
Washington, DC 20210
1-866-4-USA-DOL (1-866-487-2365)
TTY toll free: 1-877-889-5627
Fax: 202-693-7888
www.dol.gov/odep

Employment Standards Administration

Department of Labor, Rm. S2321
200 Constitution Ave., NW
Washington, DC 20210
1-866-4US-WAGE (1-866-487-9243)
TTY toll free: 1-877-889-5627
www.dol.gov/esa

Employment and Training Administration

Office of Public Affairs
Department of Labor, Rm. S2307
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-877-US-2JOBS (1-877-872-5627)
TTY toll free: 1-877-889-5627
www.doleta.gov

Mine Safety and Health Administration

Department of Labor
1100 Wilson Blvd., 21st Floor
Arlington, VA 22209
Toll free: 1-866-4 USA-DOL (1-866-487-2365)
www.msha.gov

Occupational Safety and Health Administration (OSHA)

Office of Information and Consumer Affairs
Department of Labor, Rm. S2315
200 Constitution Ave., NW
Washington, DC 20210
1-800-321-OSHA
Toll free: 1-800-321-OSHA (1-800-321-6742)
TTY toll free: 1-877-889-5627
www.osha.gov

Office of Public Affairs

Department of Labor, Rm. S2514
200 Constitution Ave., NW
Washington, DC 20210
202-693-4650 (News Media Inquiries)
TTY toll free: 1-877-889-5627
www.dol.gov

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(Dept. of Labor con't.)

Employee Benefits Security Administration

Office of Program Services
Department of Labor, Rm. S2524
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-866-444-3272
TTY toll free: 1-877-899-5627
www.dol.gov/pwba
Provides information and answers questions on private sector, employer-sponsored pension benefit and health

Women's Bureau

Department of Labor, Rm. S3002
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-800-827-5335
TTY toll free: 1-877-889-5627
Fax: 202-693-6725
www.dol.gov/wb
The Women's Bureau covers work issues such as sexual harassment, pregnancy discrimination, family and medical leave, and dependent care (child and/or elder care) policies.

Veteran's Employment and Training Service

Department of Labor, Rm. S1316
200 Constitution Ave., NW
Washington, DC 20210
Toll free: 1-866-4-USA-DOL
TTY toll free: 1-877-889-5627
www.dol.gov/vets

Department of State

Overseas Citizens Services

Department of State
Washington, DC 20520
202-647-5225 (For help with emergencies and non-emergencies affecting private Americans abroad, 8:15 a.m.-10 p.m., M-F)
202-647-4000 (After-hours emergencies, Sundays, and holidays call and ask for the duty officer)
Fax: 202-647-2867
travel.state.gov
Office of Children's Issues (International child abduction & adoption of foreign children)
202-736-7000
Fax: 202-663-2674

National Passport Information Center

Passport Services
Department of State
Toll free: 1-877-4USA-PPT (1-877-487-2778)
TDD/TTY toll free: 1-888-874-7793
travel.state.gov
For information on U.S. passports, including the status of pending applications, as well as the locations of the over 4,500 passport acceptance facilities.

Visa Services

Department of State
Washington, DC 20520
202-663-1225 (8:30 a.m.-5:00 p.m., EST M-F)
Emergency after hours: 202-647-1512
Fax: 202-663-3897
e-mail: usvisa@state.gov
travel.state.gov/visa_services.html
For information on U.S. visas for foreigners.

Department of the Interior

Bureau of Indian Affairs

Department of the Interior
1849 C St., NW
Washington, DC 20240
202-208-3711

Bureau of Land Management

Department of the Interior
1849 C St., NW
Washington, DC 20240
202-452-5125
Fax: 202-452-5124

Fish and Wildlife Service

Department of the Interior
18th and C Sts., NW
Washington, DC 20240
202-208-4131

Geological Survey

Department of the Interior
12201 Sunrise Valley Dr.
Reston, VA 20192
1-888-ASK-USGS
(1-888-275-8747)
www.usgs.gov

National Park Service

Department of the Interior
1849 C St., NW
Washington, DC 20240
202-208-4747 (Public Affairs)
www.nps.gov

FEDERAL AGENCIES

Department of the Treasury

Bureau of Alcohol, Tobacco and Firearms

Department of the Treasury
650 Massachusetts Ave., NW
Washington, DC 20226
202-927-7777
Fax: 202-927-7862
www.atf.treas.gov

Bureau of Engraving and Printing

Office of External Relations
Department of the Treasury
14th and C Sts., SW, Room 533 M
Washington, DC 20228
202-874-3019
Fax: 202-874-3177
www.moneyfactory.com

Office of the Commissioner

Bureau of the Public Debt
Department of the Treasury
999 E St., NW, Room 500
Washington, DC 20239
202-691-3502
www.publicdebt.treas.gov

Customer Assistance Group

Comptroller of the Currency
Department of the Treasury
1301 McKinney St., Ste. 3710
Houston, TX 77010
Toll free: 1-800-613-6743
www.occ.treas.gov

Office of Legislative and Public Affairs

Financial Management Service
Department of the Treasury
Liberty Center 401, 14th St., SW, Rm. 555
Washington, DC 20227
202-874-6740
Fax: 202-874-7016
www.fms.treas.gov

Internal Revenue Service (IRS)

Department of the Treasury
General Information: 1-800-829-1040
Automated Refund Information: 1-800-829-4477
Taxpayer Advocate Service: 1-877-777-4778
TDD toll free: 1-800-829-4059
www.irs.gov

IRS e-file: IRS e-file is fast, easy, and safe; more than 46 million Americans chose IRS e-file to file their 2001 tax returns. Information

about filing from your home computer is available at www.irs.gov.

IRS e-payment: IRS e-payment options offer secure, convenient payment of tax balances. Direct debits can be authorized on electronically filed returns. Credit card payments can be made through e-filing software, by phone, or via the Internet. For more information, go to www.irs.gov and www.eftps.gov.

Refund Status: IRS has more options than ever for you to check the status of a federal income tax refund. Access the secure website www.irs.gov to find out if the IRS received your return and whether your refund was processed and sent to you. You can also call 1-800-829-4477 or 1-800-829-1040. Whichever method you choose, you'll need your Social Security number, filing status, and the refund amount.

Employer Identification Numbers: Employer Identification Numbers (EIN) can be obtained by fax, mail, or phone. To get an EIN by fax or mail, download Form SS-4, Application for Employer ID Number, from www.irs.gov or order a copy from 1-800-829-3676. Complete the form and fax or mail it to the number or address shown on the form for your state. To get an EIN by phone, call toll-free 1-866-816-2065 Monday through Friday between 7:30 a.m. and 5:30 p.m. local time.

Frivolous Tax Arguments and Abusive

Schemes: Don't fall victim to a frivolous tax argument or abusive scheme. Be on guard for tax scams and recognize that if something sounds too good to be true, it probably is.

Office of Thrift Supervision

Compliance Policy
Department of the Treasury
1700 G St., NW
Washington, DC 20552
Toll free: 1-800-842-6929
www.ots.treas.gov

The Office of Thrift Supervision handles complaints about federal savings and loans and federal savings banks.

Bureau of the Public Debt

Marketing Office
Department of the Treasury
999 E St., NW, Ste. 313
Washington, DC 20239
202-691-3535

Toll free: 1-800-4US-BOND (Toll free recording of savings bond interest rates)
www.publicdebt.treas.gov

FEDERAL AGENCIES

(Dept. of Treasury con't.)

Customer Service Center

United States Mint
Department of the Treasury
10003 Derekwood Lane
Lanham, MD 20706
Toll free: 1-800-872-6468
www.usmint.gov

Department of Transportation (DOT)

Federal Motor Carrier Safety Administration

400 7th St.
Washington, DC 20590
202-366-2519
www.fmcsa.dot.gov
Household Goods Consumer Complaint and Safety Violation Hotline. Consumers may and are encouraged to submit household goods (HHG) commercial complaints to the Federal Motor Carrier Safety Administration by calling toll-free number, 1-888-368-7238 (DOT-SAFT). Additional information about rights and responsibilities when moving may be found at: www.fmcsa.dot.gov/factsfigs/moving.htm. This same toll-free number may be used to report dangerous safety violations involving a commercial truck or bus.

Federal Aviation Administration (ASU-300)

Department of Transportation
Washington, DC 20591
Toll free: 1-800-255-1111 (Air safety hotline for general public and aviation community to report unsafe aviation practices.)

Federal Aviation Administration

Department of Transportation (DOT)
800 Independence Ave., SW
Washington, DC 20591
202-366-4000
Toll free: 1-800-FAA-SURE (322-7873)
(Consumer hotline other than safety issues, see above, 8 am-4 pm, M-F)
www.faa.gov

AIR Consumer Protection Division

Department of Transportation (DOT)
C-75, Room 4107
Washington, DC 20590
202-366-2220
e-mail: airconsumer@dot.gov

www.dot.gov/airconsumer
Airline Service Complaints.

Office of Safety (RRS)

Federal Railroad Administration
Department of Transportation (DOT)
Office address: 1120 Vermont Ave., NW
Washington, DC 20005
202-493-6300
Fax: 202-493-6309
Railway Safety Mailing Address:
Federal Railroad Administration
400 7th Street, SW, Mail Stop 25
Washington DC 20590

National Highway Traffic Safety Administration (NHTSA)

Department of Transportation (DOT)
400 7th St., SW, Room 5232
Washington, DC 20590
Toll free DOT Safety Hotline: 1-888-DASH 2 DOT (1-888-327-4236)
www.nhtsa.dot.gov
DOT Auto Safety Hotline. NHTSA wants to hear from consumers regarding potential defects in their cars. NHTSA's hotline has information on safety recalls, crash test ratings, child safety seats, bicycles, air bags, and impaired driving prevention.

Transportation Security Administration

Department of Transportation (DOT)
400 7th St., SW
Washington, DC 20590
Toll free: 1-866-289-9673 (Complaints about the baggage screening process at airports. Also to report items damaged in screening.
Toll free: 1-888-328-6172 (For Security Screener and Law Enforcement Employment Inquiries)
www.tsa.dot.gov

★ Department of Veterans Affairs (VA) ★

Toll free: 1-800-827-1000
www.va.gov
For information about VA medical care or benefits, write, call or visit your nearest VA facility.

Consumer Affairs Service (075B)

Department of Veterans Affairs
810 Vermont Ave., NW
Washington, DC 20420
202-273-5760
For consumer information or general assistance.

FEDERAL AGENCIES

(Dept. of Veteran Affairs con't.)

National Cemetery Administration (402B2)

Department of Veterans Affairs
810 Vermont Ave., NW
Washington, DC 20420
202-273-5221
Fax: 202-273-6698

For information about burials, headstones or markers, State cemetery grants program, and presidential memorial.

Veterans Benefits Administration (20S5)

Department of Veterans Affairs
810 Vermont Ave., NW
Washington, DC 20420
202-273-7588 (Publications Only)
Toll free: 1-800-827-1000
www.va.gov

For information about benefits.

Veterans Health Administration (10C3)

Department of Veterans Affairs
810 Vermont Ave., NW
Washington, DC 20420
Toll free: 1-877-222-8387
Fax: 202-273-9609

For information about medical care.

Environmental Protection Agency (EPA)

Energy Star Program

Environmental Protection Agency (EPA)
1200 Pennsylvania Ave., NW, Rm. 6202J
Washington, DC 20460
Toll free: 1-888-STAR-YES (1-888-782-7937)
e-mail: info@energystar.gov
www.energystar.gov

The ENERGY STAR® label is awarded to products for the home and office that are highly energy efficient. Buying appliances, consumer electronics, lighting, heating and cooling equipment and other products that carry this label helps protect the environment and saves money as well.

Indoor Air Quality (IAQ) Information Clearinghouse (IAQ INFO)

Environmental Protection Agency
PO Box 37133
Washington, DC 20013
703-356-4020
Toll free: 1-800-438-4318
e-mail: IAQINFO@aol.com

www.epa.gov/iaq/iaqxline.html

The IAQ is an easily accessible, central source of information on indoor air quality, created and supported by the U.S. Environmental Protection Agency.

Inspector General's Fraud, Waste and Abuse Hotline

Environmental Protection Agency
1200 Pennsylvania Ave., NW, Mail Code 2410
Washington, DC 20460
202-566-2476
Toll free: 1-888-546-8740
Fax: 202-260-0711
www.epa.gov/oig/ombudsman-hotline.htm

EPA Headquarters Information Resources Center

Environmental Protection Agency
1200 Pennsylvania Ave., NW
Library and Mailcode 3404T
Washington, DC 20460
202-566-0556
Fax: 202-556-0562
e-mail: public-access@epamail.epa.gov
Mailing address: 1200 Pennsylvania Avenue
NW, Mailcode 3201
Washington DC 20460

This is the EPA headquarters library, which provides assistance in locating EPA and environmental information, including general interest, non-technical publications on a variety of environmental topics.

National Pesticide Information Center

Environmental Protection Agency
Oregon State University
333 Weniger Hall
Corvallis, OR 97331-6502
Toll free: 1-800-858-7378 (United States, Puerto Rico, Virgin Islands)
Fax: 541-737-0761

e-mail: npic@ace.orst.edu
ace.orst.edu/info/npic

A service that provides objective, science-based information about a wide variety of pesticide-related subjects, including: pesticide products, recognition and management of pesticide poisonings, toxicology, environmental chemistry.

Resource Conservation and Recovery Act

Environmental Protection Agency (EPA)
RCRA, Superfund and EPCRA Hotline
Washington, DC 20460
703-412-9810 (DC metro area)
Toll free outside DC: 1-800-424-9346

FEDERAL AGENCIES

(Environmental Protection Agency con't.)

TDD toll free: 1-800-553-7672
Fax: 703-412-3333
e-mail: epahotline@bah.com
www.epa.gov/epaoswer/hotline

Safe Drinking Water Hotline

Environmental Protection Agency (EPA)
703-285-1103

Toll free: 1-800-426-4791

e-mail: hotline-sdwa@epamail.epa.gov
www.epa.gov/safewater

Answers questions on the Safe Drinking Water Act, rules and regulations, and consumer questions.

Toxic Substances Control Act Assistance Information Service Hotline (TSCA)

Environmental Protection Agency (EPA)
202-554-1404

Fax: 202-554-5603

e-mail: tsca-hotline@email.epa.gov

Equal Employment Opportunity Commission

Office of Communications and Legislative Affairs

Equal Employment Opportunity Commission
1801 L St., NW
Washington, DC 20507
202-663-4900

Toll free outside DC area: 1-800-669-4000 (File-a-charge information)

TDD toll free outside DC area: 1-800-669-3302 (file-a-charge information)

www.eeoc.gov

Federal Communications Commission (FCC)

Consumer & Governmental Affairs Bureau (CGB)

Federal Communications Commission (FCC)
445 12th St., SW

Washington, DC 20554

Toll free: 1-888-CALL-FCC (1-888-225-5322)

TTY toll free: 1-888-TELL-FCC (1-888-835-5322)

e-mail: fccinfo@fcc.gov

www.fcc.gov

Public inquiries and informal complaints regarding cable, radio, satellite, telephone, television and wireless communication.



Federal Deposit Insurance Corporation (FDIC)



Compliance and Consumer Affairs Division
Div. of Supervision and Consumer Protection
550 17th St., NW
Washington, DC 20429
202-736-0000

Toll free: 1-877-ASK-FDIC (1-877-275-3342)

TDD toll free: 1-800-925-4618

Fax: 202-898-6683

www.fdic.gov

FDIC handles questions about federal deposit insurance coverage and complaints about FDIC-insured state banks which are not members of the Federal Reserve System.

Federal Emergency Management Agency (FEMA)

Office of Inspector General

Federal Emergency Management Agency
Toll free: 1-800-323-8603 (Government Waste Hotline)

www.fema.gov/ig/

Office of Public Affairs

Federal Emergency Management Agency
500 C St., SW

Washington, DC 20472

202-646-4600

Fax: 202-646-4086

e-mail: opa@fema.gov (General Inquiries)

www.fema.gov

Federal Insurance Administration

Federal Emergency Management Agency
National Flood Insurance Program

500 C St., SW

Washington, DC 20472

202-646-2780

Toll free: 1-888-CALL-FLOOD

TDD toll free: 1-800-427-5593

Fax: 202-646-2531

www.fema.gov

United States Fire Administration

National Emergency Training Center (NETC)

Federal Emergency Management Agency
16825 South Seton Ave.

Emmitsburg, MD 21727

301-447-1117 (Office of the Superintendent, National Fire Academy)



FEDERAL AGENCIES

(FEMA con't.)

301-447-1286 (Office of the Superintendent,
Emergency Management Institute)
Toll free: 1-800-238-3358
www.usfa.fema.gov

Response and Recovery Directorate

Federal Emergency Management Agency
500 C St., SW, Room 705
Washington, DC 20472
202-566-1600
www.fema.gov/about/respond.shtm
Disaster victims living in presidentially-
declared major disaster area can find out if
they are eligible to apply for disaster assis-
tance by calling the toll free number.

Federal Maritime Commission

Office of Consumer Complaints
The Office of Consumer Complaints
800 North Capitol St., NW
Washington, DC 20573
202-523-5725
Fax: 202-523-5807
e-mail: Complaints@fmc.gov
www.fmc.gov
Regulatory agency maintaining statutory
authority over ocean carriers and certain other
entities, operating in the waterborne foreign
commerce of the United States. Assistance is
available to consumers engaged in
disputes with transporting carriers as well as
with cruise operators.

Federal Reserve System

Div. of Consumer and Community Affairs

Board of Governors of the Federal Reserve System
20th & C St.s, NW
Washington, DC 20551
202-452-3693 (Complaints Only)
202-452-3204 (Public Affairs)
TDD: 202-452-3544
www.federalreserve.gov
The Board of Governors handles consumer
complaints about state-chartered banks and
trust companies that are members of the
Federal Reserve System.

★ Federal Trade Commission (FTC) ★

Consumer Response Center

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580
Toll free: 1-877-FTC-HELP (1-877-382-4357)
TDD/TTY: 1-866-653-4261
www.ftc.gov
The FTC works for the consumer to prevent
fraudulent, deceptive, and unfair business prac-
tices in the marketplace and to provide infor-
mation to help consumers spot, stop, and avoid
them. To file a complaint or to get free informa-
tion on consumer issues, visit www.ftc.gov or
call toll-free, 1-877-FTC-HELP (1-877-382-4357);
TTY: 1-866-653-4261. The FTC enters Internet,
telemarketing, identity theft, and other fraud-
related complaints into Consumer Sentinel, a
secure, online database available to hundreds
of civil and criminal law enforcement
agencies in the U.S. and abroad.

★ General Services Administration (GSA) ★

Business Service Centers

General Services Administration
Toll free: 1-888-633-4472
www.gsa.gov
These centers provide practical information on
contracting procedures for small businesses
wishing to do business with GSA. Call 1-888-
633-4472 for information on how to reach the
center serving your area or access

Federal Citizen Information Center (FCIC)

General Services Administration
Pueblo, CO 81009
719-948-4000
Toll free: 1 (800) FED INFO for information about
federal programs and services
Toll free: 1-888-8PUEBLO (Catalog Orders Only)
FCIC publishes the free Consumer Information
Catalog, which lists more than 200 free and low-
cost federal booklets on a wide variety of con-
sumer topics, and maintains a one-stop federal
consumer information website at
www.pueblo.gsa.gov. Consumers can access
information through printed publications, by
calling 1-800-FED-INFO, and through information
posted on FCIC's family of websites:

FEDERAL AGENCIES

(General Services Administration con't.)

www.pueblo.gsa.gov,
www.info.gov,
www.FirstGov.gov,
www.kids.gov,
www.ConsumerAction.gov,
and www.espanol.gov.
For more information, see page i.

Federal Information Relay Service (see pg. 35)

Surplus Federal Property Sales

General Services Administration
GSA disposes of both personal property and real estate. GSA's Public Buildings Service sells most surplus government real estate. For information, you may call 1-800-472-1313 or access the GSA website at : www.gsa.gov/pbs/pr/prhome.htm. GSA's Federal Supply Service manages the disposition of surplus federal personal property. Such property may be (1) donated to public agencies or qualified nonprofit organizations, or (2) sold to the general public. For more information, you may access the website at www.gsa.gov.

National Archives and Records Administration

National Archives and Records Administration at College Park

8601 Adelphi Rd.
College Park, MD 20740-6001
Toll free: 1-866-272-6272
e-mail: inquire@nara.gov
www.nara.gov
NARA is an independent federal agency that helps preserve our nation's history by overseeing the management of all federal records. NARA's mission is to provide ready access to essential evidence that documents the rights of American citizens, the actions of federal officials, and the national experience.

National Council on Disability (NCD)

1331 F St., NW, Ste. 850
Washington, DC 20004
202-272-2004
TDD: 202-272-2074
Fax: 202-272-2022

e-mail: mquigley@ncd.gov
www.ncd.gov

The National Council on Disability is an independent Federal agency making recommendations to the President and Congress on policies affecting 54 million Americans with disabilities.

National Credit Union Administration

1775 Duke St.
Alexandria, VA 22314-3428
703-518-6300
www.ncua.gov
The National Credit Union Share Insurance Fund provides federal insurance for nearly 10,300 credit unions.

National Labor Relations Board

Division of Information
1099 14th St., NW, Room 94000
Washington, DC 20570
202-273-1991
Fax: 202-273-1789
www.nlrb.gov

Nuclear Regulatory Commission (NRC)

Office of Consumer Affairs

Office of Public Affairs
U.S. Nuclear Regulatory Commission (NRC)
Washington, DC 20555
301-415-8200
Fax: 301-415-2234
e-mail: opa@nrc.gov
www.nrc.gov
The NRC regulates the commercial use of nuclear materials and nuclear power in the U.S. to protect public

Pension Benefit Guaranty Corporation

Contact Center

Pension Benefit Guaranty Corporation
1200 K St., NW
Washington, DC 20005-4026
202-326-4100
Toll free: 1-800-400-PBGC
TDD/TTY users, call the federal relay service toll-free at 1-800-877-8339

FEDERAL AGENCIES

(Pension Benefit Guaranty Corp. con't.)

and ask to be connected to the appropriate number.

Fax: 202-326-4156

www.pbgc.gov

Questions and comments about the website should go to webmaster@pbgc.gov.

Personal Pension Inquiries should go to mypension@pbgc.gov.

There is a list of e-mails for the participants, plan administrators and others at

www.pbgc.gov/contacts/allcontacts.htm.

Postal Rate Commission

Office of the Consumer Advocate (OCA)

Postal Rate Commission

1333 H St., NW, Ste. 300

Washington, DC 20268-0001

202-789-6839

Fax: 202-789-6819

e-mail: prc-oca@prc.gov

www.prc.gov

The Commission holds hearings and makes recommendations to the Governors of the Postal Service on proposed changes in postal rates and mail classifications. The Office of the Consumer Advocate represents the interests of the general public in such cases. The Commission and the OCA are separate from the Postal Service and have no involvement in mail delivery or service matters.

Railroad Retirement Board

844 North Rush St.

Chicago, IL 60611-2092

312-751-4500

Toll free: 1-800-808-0772 (Helpline)

TDD/TTY: 312-751-4701

e-mail: help@rrb.gov

www.rrb.gov

The Railroad Retirement Board is an independent agency in the executive branch of the federal government. The Board's primary function is to administer comprehensive retirement-survivor and unemployment-sickness benefit programs for the nation's railroad workers and their families, under the Railroad Retirement and Railroad Unemployment Insurance Acts.

Securities and Exchange Commission (SEC)

Office of Investor Education and Assistance

Securities and Exchange Commission (SEC)

450 5th St., NW

Washington, DC 20549-0213

202-942-7040

Toll free: 1-800-SEC-0330 (To Order Publications)

TDD: 202-942-7114

Fax: 202-942-9634 (Information and Complaints)

www.sec.gov/complaint.shtml

Small Business Administration (SBA)

Toll free: 1-800-U-ASK-SBA (827-5722) (Information)

TDD: 704-344-6640

Fax: 202-481-6190

e-mail: answerdesk@sba.com

www.sba.gov

SBA offices are located in all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Guam. For the office nearest you, look under "U.S. Government" in your telephone directory.

Social Security Administration

Office of Public Inquiries

Social Security Administration

Windsor Park Bldg.

6401 Security Blvd.

Baltimore, MD 21235

Toll free: 1-800-772-1213

www.ssa.gov

The Social Security Administration provides retirement, survivors and disability benefits, as well as, administers Supplemental Security Income (SSI) payments. To report Social Security or SSI fraud, call toll free: 1-800-269-1925.



FEDERAL AGENCIES

Surface Transportation Board (STB)

K St., NW
Washington, DC 20423-0001
Complaints about railroad rates and services.

Office of Congressional and Public Services

Surface Transportation Board (STB)
1925 K St., NW, Ste. 840
Washington, DC 20423-0001
202-565-1592
Fax: 202-565-9016

Office of Press Services

Surface Transportation Board (STB)
1925 K St., NW
Washington, DC 20423-0001
202-565-1596 (Press Releases)
Fax: 202-565-9016.

United States Postal Inspection Service

U.S. Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260
www.usps.gov/postalinspectors
If you believe you have been the victim of a crime involving the U.S. mail or need assistance with postal-related problems of a law enforcement nature, you should contact your nearest Postal Inspection Service office. Addresses and telephone numbers can be found in the government pages of your telephone book or by visiting the Postal Inspection Service website.

U.S. Postal Service

Office of Consumer Advocate

U.S. Postal Service
475 L'Enfant Plaza, SW, Room 5801
Washington, DC 20260-2202
202-268-2284
Toll free: 1-800-ASK-USPS (1-800-275-8777)
TTY: 1-877-877-7833

www.usps.gov

In order to meet the real-time needs of consumers and better serve them, the Consumer Advocate's office provides three channels to gather feedback from its customers.

Customers can: speak to their local postmaster/management staff, call 1-800-ASK-USPS (275-8777), or visit www.usps.com